

What about concerns, complaints and compliments?

Both treatment agencies welcome feedback to help improve their services:

- Both have a suggestions box in the reception area that allows people to give informal and anonymous feedback.
- Both services have a complaints policy and procedure. Leaflets explaining this are available in the reception areas of both services as well as being available from all staff on request.
- The Feedback and engagement team is available to help resolve concerns or problems when you are using the NHS. They can provide information about the NHS complaints procedure and how to get independent help if you decide to make a complaint. Leaflets about how to make a complaint are available in the reception areas of both services as well as being available from all staff on request.

Is there a cost for Treatment?

There is no financial cost to the service user in community treatment, but if you work you will need to pay any prescription costs. Travel costs can be reimbursed if you are in receipt of certain benefits. Full details of when travel costs will and won't be paid are available from each of the treatment services. There may be a financial cost to someone who attends a residential rehab. The exact amount depends upon the person's income. This would be explained in more detail as part of the residential rehab assessment process.

This document can be made available in other languages and formats. For more information telephone 01803 219700



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Partners in Care

Be a Part of the Torbay Recovery Partnership

This leaflet details the Standing Conference on Drug Abuse (SCODA) Service users' charter of rights and responsibilities and covers other information that is important whilst you are with us.



If you have any questions please contact either:

Walnut Lodge 01803 604330
Or
Shrublands House 01803 291129

Working with you, for you

A service user has the right to:

“A drug service user has both rights and responsibilities.

The service provider has an obligation to make each of these explicit to the service user.”

- Assessment of individual need (*within a specified number of working days*)
- Access to specialist services (*National target is 3 weeks from referral*), and the right of immediate access on release from prison
- Full information about treatment options and informed involvement in making decisions concerning treatment
- An individual care plan and participation in the writing and reviewing of that care plan

- Respect for privacy, dignity and confidentiality, and an explanation of any exceptional circumstances in which information will be divulged to others
- Referral for a second opinion, in consultation with a GP, when referred to a consultant
- A written statement of service user's rights
- The development of service user agreements, specifying clearly the type of service to be delivered and the expected quality standards
- The development of advocacy
- An effective complaints system
- Information about self-help groups and user advocacy groups

A service user's responsibilities to the service

- Observing "house" rules and behavioural rules, as defined by the service (E.g. not using alcohol or drugs on the premises, treating staff with dignity and respect, and observing equal opportunities and no smoking policies)
- Specific responsibilities within the framework of a care plan or treatment contract (E.g. keeping appointment times and observing medication regimes)

<http://www.hiwecanhelp.com/your-rights/rights-and-responsibilities.aspx>

